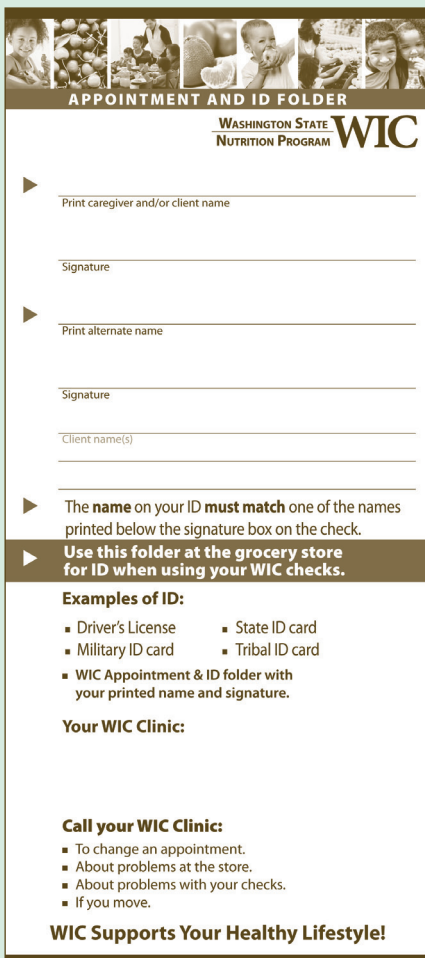


## WIC Customer Identification

1. The name of the person using the WIC check must be printed below the customer signature box on the check and match the identification (ID).
2. Identification must be shown when a WIC check is used.
3. **A WIC Appointment/ID folder with the printed name and signature of the person using the check is all the identification needed.**
4. If the WIC customer doesn't have their WIC Appointment/ID folder, or if it does not have their printed name and signature, use the following list for examples of other types of ID that can be used:
  - Driver's License
  - Military ID card
  - State ID card
  - Tribal ID card
5. WIC checks must be signed in the presence of the checker and after the actual purchase price is written on the check.
6. If the check is signed before it is presented to the checker, the WIC check cannot be used.



**APPOINTMENT AND ID FOLDER**

WASHINGTON STATE  
NUTRITION PROGRAM **WIC**

► Print caregiver and/or client name \_\_\_\_\_

Signature \_\_\_\_\_

► Print alternate name \_\_\_\_\_

Signature \_\_\_\_\_

Client name(s) \_\_\_\_\_

► The **name** on your ID **must match** one of the names printed below the signature box on the check.

► **Use this folder at the grocery store for ID when using your WIC checks.**

**Examples of ID:**

- Driver's License
- State ID card
- Military ID card
- Tribal ID card
- WIC Appointment & ID folder with your printed name and signature.

**Your WIC Clinic:**

**Call your WIC Clinic:**

- To change an appointment.
- About problems at the store.
- About problems with your checks.
- If you move.

**WIC Supports Your Healthy Lifestyle!**

## Important Points to Remember at the Check Stand

- WIC customers must be allowed to buy all the foods in the amounts listed on the check.
- WIC customers may choose not to buy all the foods on the check.
- Sell only what's on the check—no substitutions are allowed.
- WIC customers can use manufacturer and store coupons, and loyalty cards. Deduct the value of the coupon(s) before entering the total amount of the sale on the WIC check.
- WIC customers are entitled to store promotions offered to all customers (for example: buy one, get one free).
- Print clearly and carefully on the check using a black or dark blue ink pen.
- For WIC Fruit and Vegetable checks never enter more than the value of the check in the Actual Purchase Price box.
- Always get the WIC customer's signature on the check. Checks without signatures cannot be paid.
- WIC customers must be treated with the same courtesies extended to other shoppers.
- If you have to refuse a WIC check, use all your customer service skills to explain why. Tell the WIC customer they can take the check back to their WIC clinic for help or more information.
- If a WIC customer needs a WIC approved food that is not in stock, do not issue a rain check or allow them to come back to the store to get the missing item.
- A WIC check cannot be used to pay a bill or an account that a WIC customer has at your store.

## WIC Customer Returns of Approved Foods

WIC customers may return WIC approved food if it is found to be spoiled or defective. They can have the exact same brand, type, and size of product as the one that was returned. They cannot have other types of food, credit, cash, gift cards, or coupons in exchange for the defective product.

## How to Take a WIC Check

**WIC** WASHINGTON STATE DEPARTMENT OF HEALTH  
P.O. BOX 47886 OLYMPIA, WA 98504-7886  
1-800-841-1410

"Quit Smoking, 1-800-Quit-Now"

United Community Bank 64-1968  
611

**1965567100**

Client ID#: 000111269 Name: Washington, Noel M  
Pay To: Any Washington WIC Approved Store

**2** First Day To Use  
Feb 01, 2011

Transaction Date

Last Day To Use  
Mar 03, 2011

\*\*\* You may buy less, not more \*\*\* See WIC Shopping Guide \*\*\*

**3** 2 gallon(s) 2%, 1%, or non fat milk, any brand  
36 oz cereal, 11 oz box or larger  
1 dozen white eggs, small, medium, or large  
1 juice, 64 oz plastic bottles  
1 lb cheese, any brand, made in USA

**4** Actual Purchase Price  
\$

February 2011  
1221 / 20100927 **1**

Retailer Stamp ID Here

Retailer must deposit this check within  
60 days of "First Day To Use"

Customer Signature - Show ID to match name below  
X

**5** ☐ Washington, Patrice S  
☐ Washington, James D

**SAMPLE**

### 1 Getting Started

- Process each WIC check as a separate transaction.
- Ask for the check and the customer's ID.
- The name on the ID must match one of the names listed below the signature box.
- Put a check mark next to the customer's name.
- Refuse the check if it is already signed, the customer has no ID, the customer's name is not listed below the signature box, or if it is altered (for example, if dates or quantities are changed).
- When writing on a check, use a black or dark blue ink pen. Write clearly and do not use colored ink pens or gel pens.

### 2 Check the dates carefully

- Do not take checks before the "First Day To Use" or after the "Last Day To Use."
- Writing today's date in the "Transaction Date" box helps reduce rejected checks.

### 3 Sell only WIC approved foods, and the right amount of food

- Ring up the food in the order listed on the check.
- Make sure the customer selected only WIC approved foods. Refuse to sell foods that are not WIC approved.
- Look at the number of items and quantities listed on the check and sell up to those amounts. It is not a requirement for WIC customers to buy everything on their check.

If you have questions about WIC checks or fruit and vegetable checks, call WIC Customer Service at 1-800-841-1410, extension 3620.

### 4 Total the sale

- Write the total amount of the sale in the "Actual Purchase Price" box.
- If you make a mistake when you write the total purchase amount, you can correct it. Follow these steps:
  - Draw one line through the incorrect amount
  - Clearly write the correct amount in or close to the box, and write your initials close to the new amount
  - Do not write or scribble over numbers, use white out, or try to erase the incorrect amount

### 5 Finish the sale with their signature

- Have the customer sign the check in the signature box **after** you complete the "Actual Purchase Price" box.
- Ask them to return the check to you.
- Review the check to be sure it has:
  - Valid dates
  - Correct Actual Purchase Price entered
  - Customer's signature
  - A check mark by the customer's name

## How to Take WIC Checks for Fruits and Vegetables

**WIC** WASHINGTON STATE DEPARTMENT OF HEALTH  
P.O. BOX 47886 OLYMPIA, WA 98504-7886  
1-800-841-1410

"Quit Smoking, 1-800-Quit-Now"

United Community Bank 64-1968 1965569102  
611

Client ID#: 000111269 Name: Washington, Noel M  
Pay To: Any Washington WIC Approved Store

**2** First Day To Use  
Feb 01, 2011

Transaction Date

Last Day To Use  
Mar 03, 2011

**3** 6 dollars fresh fruits and/or vegetables  
ATTN Checkers: The price you enter on the check must not exceed the dollar amount printed on the check  
The Client can pay any extra amount

**4** Actual Purchase Price  
\$

Retailer Stamp ID Here

Retailer must deposit this check within  
60 days of "First Day To Use"

Customer Signature - Show ID to match name below  
X

**5**

February 2011  
1211 / 20100927 **1**

☐ Washington, Patrice S  
☐ Washington, James D

**SAMPLE**

### 1 Getting Started

- WIC customers may combine more than one WIC check for fruits and vegetables in a single transaction.
- Ask for the check and the customer's ID.
- The name on the ID must match one of the names listed below the signature box.
- Put a check mark next to the customer's name.
- Refuse the check if it is already signed, the customer has no ID, the customer's name is not listed below the signature box, or if it is altered (for example, if dates or quantities are changed).
- When writing on a check, use a black or dark blue ink pen. Write clearly and do not use colored ink pens or gel pens.

### 2 Check the dates carefully

- Do not take checks before the "First Day To Use" or after the "Last Day To Use."
- Writing today's date in the "Transaction Date" box helps reduce rejected checks.

### 3 Sell only WIC approved fruits and vegetables

- This guide has information on WIC approved fruits and vegetables (see page 12).
- We encourage WIC customers to buy the full value of the check, but it is not a requirement.

### 4 Total the sale

- If the purchase is less than the value of the check, write in the actual purchase amount. For example, if the dollar value of the check is \$6.00, and the total amount of the purchase is \$4.50, write in \$4.50.
- If the purchase is more than the value of the check, write the dollar value of the check in the "Actual Purchase Price" box. For example, if the value of the check is \$6.00, and their total purchase is \$7.00, the amount you write on the check is \$6.00. The customer pays the additional dollar themselves, using

a Washington Electronic Benefit Transfer (EBT) Quest card, debit or credit card, check, or cash. If they pay with cash, they can receive change.

- If you make a mistake when you write the purchase amount or dollar value of the check, you can correct it. Follow these steps:
  - Draw one line through the incorrect amount
  - Clearly write the correct amount in or close to the box, and write your initials close to the new amount
  - Do not write or scribble over numbers, use white out, or try to erase the incorrect amount

### 5 Finish the sale with their signature

- Have the customer sign the check in the signature box after you complete the "Actual Purchase Price" box.
- Ask them to return the check to you.
- Review the check to be sure it has:
  - Valid dates
  - Correct Actual Purchase Price entered
  - Customer's signature
  - A check mark by the customer's name

## What Checkers Should Know

### “WIC Checks Accepted Here”

Your store can accept WIC checks because the owner has a contract with the Department of Health. There are many rules and legal responsibilities in the contract that must be followed, including the requirement that you be trained to accept WIC checks correctly. The store can't get paid for checks that are not handled correctly, and problems with checks can lead to state WIC monitoring, investigating, and/or providing additional training.

### All Customers—and Checkers—Deserve Respect

You know it is important to provide good customer service. WIC customers are like other customers—they have good days and bad days. Remember WIC rules can be confusing to your customers, and a pleasant tone of voice and positive attitude can make an important difference in how your transaction goes. Sometimes an unpleasant exchange or misunderstanding can lead to a complaint. You can minimize complaints by knowing how to handle the WIC transaction and using your best customer service skills.

If you feel you are not being treated respectfully by a WIC customer, you may call our customer service line.

### Privacy Please

Another part of respecting WIC customers is being careful to honor their confidentiality. It is against WIC rules for you to tell a friend that someone is “on WIC,” and when you need help with a WIC transaction you should not refer to WIC over the loud speaker or calling across the store.

### WIC Does Not Discriminate

We are proud to follow the federal law that WIC cannot discriminate based on race, color, national origin, sex, age, or disability. If we receive a complaint from a WIC customer who feels he or she has been discriminated against, we are required to report that complaint to the Office of Civil Rights in the United States Department of Agriculture.

**Thank you for helping WIC provide healthy food to WIC customers!**